

Action Plan in response to the PPO Report into the death of Mr Przemyslaw Wozniak on 17/02/2021 at HMP Wandsworth

Rec No	Recommendation	Accepted / Not accepted	Response Action Taken / Planned	Responsible Owner and Organisation	Target Date
1	<p>The Head of Healthcare and the Mental Health Services Manager should:</p> <ul style="list-style-type: none"> •ensure their operational policy on repeated referrals to the mental health inreach team includes guidance on repeated self-referrals; and •ensure that healthcare staff share information that may be relevant to a prisoner's risk of suicide or self-harm with prison staff. 	Accepted	<p>The local operational policy (LOP) for mental health referrals is currently being reviewed. This review includes how mental health referrals are processed, logged and triaged and this includes self-referrals. The LOP will also include information on how mental health referrals should be completed by staff and what process should be followed for urgent or urgent out of hours referrals. Once the review has been completed a copy of the updated LOP will be shared with key stakeholders.</p> <p>In line with the LOP the waiting list for mental health referrals will be reviewed on a daily basis and a robust assurance process will be put in place. The newly recruited full-time business manager will be responsible for the daily monitoring of the waiting list and any noted issues will be raised accordingly.</p> <p>The weekly Safety Intervention Meeting (SIM) was re-launched in May 2021. The SIM provides a</p>	<p>Head of Healthcare, Oxleas Foundation Trust</p> <p>Mental Health Service Manager, South London and Maudsley NHS Foundation Trust</p>	December 2021

			multi-disciplinary forum where any concerns or prisoners of concerns are discussed.		
2	The Head of Healthcare should ensure that a copy of this report is shared with Dr A, and that his employing agency discusses the Ombudsman's findings with him.	Accepted	The report has been shared and the findings discussed with the named member of staff.	Head of Healthcare Oxleas Foundation Trust	Completed
3	The Governor and Head of Healthcare should ensure that staff use appropriate interpretation services when discussing complex matters with prisoners with limited English language skills.	Accepted	A notice to staff (NTS) was published in September 2021 as part of the weekly safety bulletin to remind staff of the importance of utilising the interpretation service 'The Big Word' when discussing complex matters with prisoners with limited English language skills. The NTS explained how to access and use the service. Additionally, a new PIN has been allocated for use of 'The Big Word' translation services in the new ACCT case review meeting room. Assurance checks are carried out on the use of 'The Big Word' services at the Equalities meeting. Areas with low usage are challenged accordingly and reminded of the importance of evidencing when interpreting services have been used.	Equalities Lead HMPPS	Completed
4	The Governor should ensure that: all prisoners receive regular wellbeing checks during the restricted pandemic regime, in line with the Exceptional Delivery	Accepted	The establishment is developing a quality assurance process to ensure that staff interactions are completed and recorded on NOMIS in line with the Exceptional Delivery Model.	Head of Residence and Head of OMU HMPPS	December 2021

	<p>Model and that these are recorded on NOMIS;</p> <ul style="list-style-type: none"> •staff understand the importance of having regular, meaningful conversations with prisoners to identify changes in appearance, behaviour or mood that may indicate increased risk; and •there are regular wellbeing checks on prisoners subject to possible extradition or deportation to assess whether their risk to themselves has changed. 		<p>In July 2021 as part of the roll out of the new ACCT (ACCT v6) the Governor implemented a weekly staff bulletin with a strong focus on safety, and this includes regular reminders about the importance of staff having quality interactions with prisoners. Additionally, risk and triggers awareness sessions have been delivered to the Senior Management Team and ACCT case co-ordinators to further support the ability of staff to identify increased risk.</p> <p>The Head of the Offender Management Unit is implementing a process to ensure that information relating to prisoners who are subject to possible extradition and deportation is shared with the safety team and residential managers so that regular interactions can be put in place to check on prisoners' wellbeing.</p>		
5	<p>The Governor should ensure that staff understand the importance of calling the appropriate medical emergency code promptly.</p>	Accepted	<p>As part of the prison's communications strategy, staff responsibilities during medical emergencies have been prioritised as a key part of the safety and healthcare teams' messaging to all staff.</p> <p>A notice to staff was re-issued in August 2021 reminding staff of their responsibilities during medical emergencies and the Communications team produced reminder cards for all staff which include the correct codes to be used in a medical emergency.</p>	<p>Head of Safety HMPPS</p>	Completed

			In September 2021 the Safety team implemented a quality assurance process for monitoring emergency codes. This will support the continued learning from emergency incidents.		
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